

# Division of Enterprise Technology Scorecard

Fiscal Year 2017 Third Quarter



Performance Measure	How It Is Measured	Status	Target	Current Measure	Additional Comments/Context
<b>DET Customer Service Enhancement Program</b>					
DET Customer Service Rating by Agency Leadership Group	Periodic survey responses		2.75 (on a 4 point scale)	2.70	Most recent survey done in spring 2016; survey respondents include IT directors, administrative officers and agency Secretary's offices. Next survey of same group planned for spring 2017 with results available in May 2017. Additional survey of agency technicians regarding DET customer service planned for July 2017.
DET Customer Service Rating by DOA User Group	Periodic survey responses		3 (on a 4 point scale)	3.10	Most recent survey done in spring 2016; survey respondents include DOA and DOA-supported customers. Next survey of same group planned for spring 2017 with results available in May 2017. DET's Bureau of Business Application Services continues the process of reorganizing to better align staff with customer business deliverables.
INSPIRE Customer Service Process Awareness Program	Tracking DET staff attendance at INSPIRE Program awareness meetings		CIO listening sessions planned with all DET sections (more than 30), targeted for completion by June 2017.	Twenty-seven CIO listening sessions were completed by end of March 2017.	Customer service and communication workshops are being intertwined within monthly DET Leadership meetings.
<b>Innovate State Government</b>					
Service Offerings Reviewed	Number of existing DET service offerings reviewed and updated annually		7 per year	2	Services reviewed in calendar year 2017: 1. Enterprise Desktop 2. Dedicated Virtual Host Service (DVHS)
New Services Evaluation	Number of new service concepts being evaluated for possible inclusion in DET service catalog		7 per year	3	Potential services being evaluated in calendar year 2017 include: 1. BI – Tableau – External 2. Enterprise File Sync and Share 3. Hosted Skype for Business (SfB)
DET Service Rate Reviews	Number of DET service rates reviewed annually		100% of High Impact services	100% achieved for FY18 rates	Rate reviews conducted throughout fiscal year in anticipation of issuing rates for the next fiscal year.
DET Lean (Process Improvement) Projects	Number of projects from DET teams that have either delivered process-improvement recommendations to executive sponsors or have implemented recommendations from prior reported-out projects		5 per fiscal year	3	Three Lean project report-outs in Q1: Service Delivery Phase 1 -- Intakes; Streamlining the Provision of IT Resources for New Employees; and Assisting the Division of Enterprise Operations with Assessment of State's Interdepartmental Mail Routes. In Q2 and Q3, implementation projects in process with DET Cherwell team for Streamlining Approvals and Billing for Operational Service Requests and for the Intakes project.
DET Project Completion – Cumulative Performance	Cumulative percentage of projects completed on time during the past 12 months		69%	76%	Target represents IT industry average plus 10%. Per Gartner the % of IT projects delivered on time is 59%. Cumulative percentage of DET projects finished over the past 12 months, through FY17 Q3, is 76% (37 of 49 projects) completed on time. Trending up.

DET Projects on Schedule	Percentage of active projects trending on-schedule		75%	77%	92 active projects as of 3/31/2017; 71 projects identified as on track, 10 running under concern, and 11 are running late.
<b>Citizen Engagement</b>					
eGovernment Services Launched per Year	Number of services launched annually		25	21 through March 31	Annual eGovernment business plan produced in June of each calendar year. Current annual measurement period is June 2016 through May 2017.
TEACH (Technology for Educational Achievement) Customer Retention	Evaluate TEACH customer retention through monitoring how many customers come to or leave the service		<3% Loss Quarterly	Disconnects offset by connects = 22 (~3%)	Identification of how many customers TEACH maintains as a measure of how well the program is serving customers. Review is conducted quarterly.
<b>Optimize Infrastructure and Secure Information</b>					
Service Requests Completed by Expected Date	Percentage of service requests completed by end dates agreed on with customers		75%	84%	Includes data for third quarter of fiscal year 2017.
High-Priority Incident Resolution	Percentage of high-priority incidents resolved within four hours		75%	64%	Includes data for third quarter of fiscal year 2017.
Emergency Changes Implemented	Percentage of emergency changes per month		5% or fewer monthly	11%	Includes data for third quarter of fiscal year 2017.
Security Awareness Training	Percentage of state agency staff who have completed the 2016-17 security training modules		95% of employees for 2016-17 modules	Approximately 50 percent of employees have completed four modules through March 2017	The enterprise selected in mid-2016 a new cybersecurity awareness training program for state employees. Employees are being trained with an online 10-minute module every other month (six total for 2016-17). The training was available for state employees on schedule in October 2016.
Limiting Need for Billing Adjustments	Evaluate the number of adjustments made each quarter for inaccuracies in services billing and improve accuracy of data that creates monthly billing		8 adjustments or fewer quarterly	9 adjustments made for January through March 2017	This measure represents the accuracy of data for billing as well as the timeliness of cancellation of services.
<b>Workforce and Talent Management</b>					
Internship Program	Number of interns participating in DET program		5 per year	2	January through March included an intern in Database Administration and in Security Operations. The latter ultimately accepted an FTE position. Summer 2017 is expected to be a peak time for onboarding interns.
Performance Reviews	DET annual performance reviews completed on time		100%	96%	199 out of 207 staff performance reviews completed on time (by July 30) for fiscal year 2016.

*Green status indicates DET is on track to achieve performance measure target.*

*Yellow status indicates there currently is risk of not achieving performance measure target.*

*Red status indicates there currently is significant risk of not achieving performance measure target.*

Last Updated: 6/16/2017